



# General Terms and Conditions

## ▷ General

This website is the property of YTA  
YTA is part of We Sell Our Furniture

## ▷ Registered Office:

We Sell Our Furniture B.V.  
Waverssesteeweg 148  
3360 Opvelp

Phone: +32 (0)472 25 60 35  
Email: [info@wesellourfurniture.com](mailto:info@wesellourfurniture.com)  
Company Number: VAT BE 0699.812.339

The General Conditions as stated here, apply to all products offered for sale on the YTA web shop and for all deliveries. Every order implies the general conditions of sale are accepted.

The customer has the right to inform the seller to renounce the purchase, without having to pay a fine and without having to state the reasons, within 14 calendar days following the delivery of the goods or the making of the deal. Details under 'TIME FOR REFLECTION AND RETURNS (LAW ON BUYING BY MAIL ORDER)'

Only Belgian Law applies to the General Conditions of YTA. For all disputes only the court-houses of Leuven are authorized.

## ▷ Definitions

**Working days:** are all calendar days except Saturdays, Sundays, public holidays or company closing days.

## ▷ Purchase & payment

The agreement between YTA and the buyer is realized as soon as the buyer has accepted the conditions made by YTA and agreed with them. The lack of a traditional signature does not affect the obligatory character of the offer and its acceptance.

YTA has the right to refuse an order to subject it to extra conditions, for instance for huge orders, orders placed by minors, when the order procedures have not been completely executed or when previous orders have caused problems.

YTA will always confirm the order by email or phone. As long as a confirmation has not been received by the customer, the order is not valid.

Payment of products bought at YTA can exclusively be made by available methods of payment.

The seller remains the owner of the goods till payment has been completed.

To guarantee safe online payment and the safety of your personal data, transactions are sent over the Internet locked and secured by SSL technology. To execute payment through SSL, no extra software is needed.

When payment is not made in due time, YTA has the authority to cancel the agreement immediately or to delay (further) delivery of the goods till full payment has been made.

The general conditions and the confirmation mails are always stated in the language of the website or the country.

## ▷ **Delivery and time of delivery**

For more details see '[Shipping & Returns](#)'.

Goods can be delivered, or can be picked up in our workshop (Opvelp, near Leuven).

YTA delivers in the following countries: Belgium. Other countries on request.

Small items can be delivered by Bpost to Belgium and the Netherlands.

For deliveries abroad, the general conditions will be different.

Big items will be ready in our workshop within 8 tot 12 weeks at the latest.

Small items (when in stock) will be offered to Bpost every Friday. Except on public holidays or company closing days.

For big items you will be notified by mail or phone to set an exact delivery / pick up date together. It is important that somebody is at home to accept the delivery (our driver is alone and will need a helping hand) and to sign the delivery note.

All given delivery terms should only be considered as an indication, but are not legally binding. No fines can be pointed towards YTA in case of late delivery.

As soon as the goods have been delivered at the delivery address, the risk concerning these products is the purchaser's responsibility.

## ▷ **Product information**

We provide as accurately as possible information, images, oral information, price quotes concerning the goods offered and the main characteristics of the goods by phone or email. YTA does not accept responsibility for advice it has provided, printing errors on the website or technical information provided by suppliers or manufacturers.

The products offered by YTA comply with legal standards and can be sold online.

Wood is a natural product, so the color of the purchased product can differ from that on the website.

On its website, YTA may include links to other sites that could be interesting or informative for the visitor. These links are of an exclusively informative nature. YTA is not responsible for the contents of these sites, nor for its use.

## ▷ **Time for reflection and returns (law on buying by mail order)**

The Belgian Bill of Law on Commercial Practice, the Information and Protection of the Customer of April 12 2010, states that the purchaser has a time for reflection of 14 calendar days for all products bought from YTA.

This period starts as soon as you or someone assigned by you has received the goods. During this period we expect you to handle the goods and the package material carefully. The right to cancel the purchase is not possible when the product and the package material are no longer original, undamaged and unused.

When you want to cancel the purchase, you must inform us by registered letter within 14 calendar days following the day of delivery of the goods.

The goods must be returned undamaged, unused and unopened (in their original packaging) at the very latest 14 days after delivery. The shipping date is the control date. All documentation, certificates of guarantee and packing materials must be added to the return shipment, as well as the number of your bank account. The purchaser pays the shipping costs of the returned goods. Under-stamped or unstamped shipments are always refused and will be sent back to the purchaser.

YTA returns the complete amount of the purchase, excluding shipping costs, within 30 days after the goods have been returned. If goods have not been returned in accordance with the conditions of the right to cancel, the amount of the purchase including the shipping costs, will not or not completely be returned. The product, in this case, remains your property. On your demand the goods can be sent back to you on the condition of payment of the shipping costs.

Exceptions on the conditions stated here:

When a product was made or changed especially for you (custom made) the right to cancel the purchase within 14 calendar days does not apply.

Repayment is not possible when a product has been used or is damaged in any other way.

Goods must be returned to the following address:  
We Sell Our Furniture B.V.  
Waversesteeweg 148  
3360 Opvelp

**Gift cards:** There are no cash returns. Online gift cards can be used on our web shop. The gift cards are not digitally rechargeable.

## ▷ **Conditions of warranty**

Dealing with warranty will always be the responsibility of YTA, except for the shipping costs the consumer has made to return the product.

## ▷ **Faults/defects**

The customer is obliged to control the goods thoroughly immediately after receiving them. He must check whether the goods conform with the agreement:

Have the correct goods been delivered?

Do the delivered goods comply with the agreed quality specifications, or – if no specifications were made – to the standards that can be expected for normal use of the goods?

When a clear, manifest fault is found, it must be reported to YTA within 48 hours after delivery.

The costs for returning the goods that do not comply with the description of the offer will be borne by YTA.

### ▷ **Circumstances beyond our control**

These are all external causes, anticipated or not, and on which YTA cannot exert any influence, yet which make it impossible for YTA to meet its commitments.

YTA has the right to appeal to 'Circumstances beyond our control' if the circumstances that make it impossible to meet its commitments occur after YTA should have met its commitments.

No compensation can be requested if it appears that YTA cannot obtain the materials.

In such a situation delivery and other obligations of YTA are canceled. If this period is longer than 8 weeks, both parties can undo the agreement, without any obligation of compensation (exception for pre orders).

### ▷ **Prices**

Before settling the bill, you are notified of the price of the goods. All prices are in euro and include VAT. Shipment costs are mentioned separately.

Agreeing a price with the customer does not omit the right of YTA to raise the price.

Offers are valid as long as the goods are in stock.

If a price has increased after the agreement was made, the customer can cancel the agreement, independently from the percentage of the raise.

A personal offer has a validity of 2 weeks, unless another period has been stated on the offer.

### ▷ **Rights of intellectual ownership**

The contents of this site, including brands, logos, drawings, data, names of products or companies, texts, images etc. are protected by intellectual rights and belong to YTA or third parties who own the rights.

### ▷ **Questions and complaints**

Complaints and disputes must be made within 14 days after delivery. If a complaint is accepted our liability is limited to exchanging the goods. The liability of the seller is limited to the amount paid for every order.

YTA will deal with questions or complaints within the reasonable period of 7 calendar days.

### ▷ **Disagreements**

Exclusively Belgian Law applies on all offers and agreements, without giving effect to any principles of law.

All disagreements originating from offers or deals made by YTA shall be filed only before the authorized Court of Justice in Leuven.

## ▷ **Limitation of the liability**

The information on the website has a general character. It has not been adapted to personal or specific circumstances and therefore cannot be considered as personal, professional or legal advice to the customer.

YTA makes every possible effort to provide correct, accurate and up-to-date information. Despite these efforts, inaccuracies can occur in the information provided on the website. If the information is inaccurate or if parts of the information are unavailable on the website, YTA will do its utmost to rectify this without delay.

However, YTA cannot be held liable for direct or indirect damage caused by the information on this site. If you find inaccuracies in the information provided on this site, you can contact the administrator.

The contents of this site, including the links, can be adapted, changed or completed without prior notice. YTA cannot guarantee the good operation of this site and cannot be held responsible for a bad operation, temporarily unavailability of the site, or for any damage caused by access to, or use of the website.

YTA can never be held responsible directly or indirectly for damage caused by the use of this site or other sites, especially as a consequence of links or hyperlinks, including all loss, interruption of work, damage to programs and other computer system data, machinery programs or other of the user.

The website can contain hyperlinks to sites or pages of third parties or refer to these indirectly. Putting the links to these sites or pages does not imply any approval of their contents. YTA clearly states it has got no control over the characteristics of these sites and can never be held responsible for the contents or the characteristics of them, nor for any damage caused by using them.